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**EFFECT OF OCCUPATIONAL HEALTH SAFETY (K3), EMOTIONAL INTELLIGENCE AND WORKLOAD ON
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(CASE STUDY AT THE CLINIC OF FAKHIRA UTAMA SAWAH LUNTO AND FAKHIRA KEBON BARU)
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Abstract

This study aims to examine whether the effect of Occupational Health Safety (K3), Emotional Intelligence and Workload on Employee Job Satisfaction during the Covid-19 pandemic at the Fakhira Utama Clinic Sawah Lunto and Fakhira Kebon Baru. This study uses an associative method with a quantitative approach. The data analysis technique used in this study was tested using the SPSS v 26.0 program. The sample in this study was 49 respondents, namely employees of the clinic of the main Fakhira rice fields and Fakhira Kebon Baru. The data collection technique used a questionnaire that all of its variables were measured using a Likert scale. The results showed that Occupational Health and Safety (K3) had an effect on employee job satisfaction, emotional intelligence had an effect on employee job satisfaction and workload had an effect on employee job satisfaction.

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Keyword : Occupational Health Safety (K3), Emotional Intelligence, Workload and Employee Job Satisfaction

INTRODUCTION

Human resources are one of the most important parts of an organization. Human resources will be the main driver in determining the smooth achievement of organizational goals. In doing work every day, employees need supporting aspects that are able to provide satisfaction to employees. According to Sutapa et al (2021) employee job satisfaction is an important issue to be considered, which is related to employee work productivity and dissatisfaction which is usually indicated by high job demands or complaints.

Organizations need to pay attention to the needs, wants, and expectations of employees. According to Styawati and Soedarmadi (2021), employees who have a

high level of job satisfaction mean they are satisfied with what they get in the work environment itself.

The more aspects in a job that are in accordance with the wishes of the individual, the more likely there is a high level of satisfaction felt by the individual. When an employee feels satisfaction at work, an employee will try as much as possible with all his abilities to complete his task, which will ultimately result in good performance and achievement for the company. company can be easily reached.

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High Job Satisfaction which will improve performance requires an employee Occupational Health and Safety (K3) program which will have an impact on employee

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performance. When employees are in a healthy and fit condition and have a sense of comfort, security and protection, they will feel that they are getting good protection from the organization, so that the employee will work with a calm feeling and work well.

Occupational Health Safety (K3) is an important part of all management processes that are useful for ensuring the continued operation of the company in the long term and in realizing efforts to improve employee Occupational Health Safety (K3), according to Sari (2017) There is a guarantee of Occupational Health Safety (K3) will provide a feeling of security that allows employees to work in accordance with the procedures or provisions set by the company so that job satisfaction can be realized.

According to Sedarmayanti in Kartika and Wenagama (2021), the Occupational Health and Safety (K3) program must basically balance the costs of prevention with the benefits derived from these efforts. The benefits obtained are, the exit costs that can be saved and increase productivity with respect to preventive measures. Organizations must also pay attention to employees psychologically, namely in terms of emotional intelligence.

According to Wulandari (2020) Emotional Intelligence means being able to use emotions efficiently to achieve goals appropriately, build productive work bonds and achieve success. Employees who have Emotional Intelligence enable them to make firm decisions and think clearly in stressful situations, behave ethically and ethically. adhere to the principles and have the drive to achieve.

According to Adha (2021) Emotional Intelligence is very necessary in the world of work. With this intelligence, people can understand the emotions of themselves and others. Without a well-organized emotional stability, it is likely that all individual activities

will be hampered, but if someone is able to control emotions and understand others, then that person tends to have and is able to improve the quality of his work. The ability to have Emotional Intelligence can contribute to employee job satisfaction.

Giving a good workload to employees is also important in employee job satisfaction, according to Gawron in Tirtaputra et al (2018) defining workload as a set of task demands, as an effort, and as an activity or achievement. Workload can be a physical burden that can be seen from how much employees use their physical strength and can also be a mental workload that can be seen from how much mental activity is needed to remember things that are needed, overcome unexpected things and make decisions. quickly related to work the extent to which the level of expertise and work performance possessed by individuals. The workload felt by a worker can be a depressing factor that results in certain conditions, thus requiring humans to provide more energy or concentration (attention) which must be completed within a certain period of time.

According to Nurhasanah et al (2022) the workload of employees has increased, then employee job satisfaction will decrease, because there are more and more work targets that cannot be achieved, this clearly illustrates that there is a problem in employee job satisfaction. then the employee will be enthusiastic in achieving the targets that have been set, in addition if the employee feels the workload they have is sufficient and does not tend to be excessive, the employee will avoid problems related to the declining nature of the employee's work ethic.

Run-on (TS)
Recently the world was shocked by the discovery of the corona virus or covid-19 which began to become epidemic in February 2019. During this covid-19 pandemic, almost all groups were affected, including health workers who were at the forefront of handling

COVID-19. The risk of health workers infected with the virus is very high because every day they interact directly with Covid-19 patients or patients with other diagnoses who may have been exposed to the Covid-19 virus. Non-medical officers such as administrative officers, ambulance drivers, cleaning service officers and security officers who work in health facilities also have a high risk of being infected with COVID-19.

The covid-19 report(2022) noted, as many as 2,087 health in Indonesia died from the covid-19 until April 21, 2022. Of these, 751 doctors, 670 nurses and 398 midwives in Indonesia were reported to have died due to COVID-19. In terms of Occupational Health and Safety (K3), there is still a lack of a strong process to carry out work safely, namely the lack of health logistics supplies. and inadequate protective equipment is one of the major risks for health workers.

FK UI Public Relations (2020) found facts in research conducted by the Master of Occupational Medicine program consisting of Dr. dr. Ray W Basrowi et al that there are still health workers (2%) who do not get personal protective equipment (PPE) from their health facilities and Approximately (75%) health facilities do not carry out routine swab checks and (59%) do not carry out routine rapid tests. Therefore, the Occupational Health and Safety (K3) program is very important to prevent the spread of Covid-19.

According to Prajogo et al (2020) Health workers experience a psychological burden due to treating COVID-19 patients and the many deaths they have witnessed. they are also disturbed when they receive dishonest answers, threats, protests, anger, or unpleasant actions. At the same time health workers may have problems with family or close people. They feel a lack of support, because other people tend to stay away due to the stigma of transmission. This COVID-19 pandemic event has certainly

created an unpleasant situation, causing negative emotions for health workers.

FK UI Public Relations (2020) found facts in research conducted by the Master of Occupational Medicine program consisting of Dr. dr. Ray W Basrowi et al that doctors and midwives who treat COVID-19 patients have a 2 times greater risk of experiencing emotional exhaustion and loss of empathy than those who do not treat COVID-19 patients. It shows that 41% of health workers experience moderate and severe emotional fatigue while 22% experienced moderate to severe loss of empathy. Therefore, health workers must have Emotional Intelligence in order to control their emotions well so that they can work professionally and excellently.

According to Akbar (2020) As one of the core parts in handling Covid-19 cases and having to experience too much work volume, health workers are required to work fast and work hard. This is what makes the burden on health workers increase. Job satisfaction is something that must be seen from the additional workload during the covid-19 pandemic. If the job satisfaction side is not achieved, it will cause disruption to performance, productivity and even increase absenteeism and decrease employee loyalty.

In this study, the health facility services selected by the researchers were the main Fakhira Clinic, Sawah Lunto and Kebon Baru. The Fakhira Clinic has a variety of health support facilities to provide the best service in the midst of the COVID-19 pandemic, as an organization engaged in health services at the main Fakhira clinic. Sawah Lunto and Kebon Baru also felt a big impact, especially on Employee Job Satisfaction

It was recorded that 28 cases of employees of the Fakhira Clinic Sawah Lunto and Kebon Baru branches were exposed to Covid-19 since 2020. Employees have had many impacts by working during this COVID-

19 pandemic. Among them, employees feel a high psychological effect that makes them have to control their Emotional Intelligence, such as feelings of worry, fear, stress and become more easily sad. Fear of contracting COVID-19 from patients and transmitting it to family members and other close contacts also adds to their psychological burden. Psychological stress is exacerbated by patients or families who refuse to receive diagnosis and treatment, their non-compliance with the covid-19 protocol can also cause stress, both while the patient is in the hospital and during the process of handling the corpse.

Research Objectives

1. Does Occupational Health Safety (K3) affect the Job Satisfaction of the employees of the Fakhira Utama Clinic

Occupational

Health Safety (K3) is an effort to reduce the risk of accidents and occupational diseases which in essence cannot be separated between Safety and Health. According to Banyuwangi et al in Lating Book (2021) The application of Occupational Health and Safety (K3) is one of the efforts to create a comfortable, healthy workplace and avoid environmental pollution, which can reduce work accidents and occupational diseases which ultimately increase work effectiveness and productivity.

According to Sumakmur in Larasati (2018) Occupational Health Safety (K3) is protecting workers or the community in order to get the highest degree of health, both physically, mentally and socially in an effort to prevent disease or health problems caused by work, environmental factors. work, common illnesses, resulting in a safe and peaceful work atmosphere for employees.

According to the International Labor Organization (ILO) in Aprilliani et al (2022) Occupational Health and Safety (K3) or Occupational Safety and Health is to increase

Sawah Lunto and Fakhira Kebon Baru during the covid-19 pandemic?

2. Does Emotional Intelligence affect the Job Satisfaction of Fakhira Utama Clinic Sawah Lunto and Fakhira Kebon Baru during the covid-19 pandemic?
3. Does the workload affect the job satisfaction of the employees of the main Fakhira Clinic Sawah Lunto and Fakhira Kebon Baru during the covid-19 pandemic?
4. Do Occupational Health Safety, Emotional Intelligence, and Workload affect the Job Satisfaction of the employees of the Fakhira Utama Clinic Sawah Lunto and Fakhira Kebon Baru during the covid-19 pandemic?

and maintain the highest degree of all workers, both physically, mentally and socially in all types of work, avoiding the occurrence of health problems. caused by work, protecting workers in each job from risks arising from factors that can interfere with health, placing and maintaining workers in a work environment that is suitable for the physiological and psychological conditions of workers and produces a match between work and workers and each person with his duties .

Objectives of Occupational Health and Safety (K3)

The objectives of Occupational Health and Safety according to Kasmir (2019) are as follows:

1. Make employees feel comfortable

This means that having work procedures and adequate work equipment will make employees feel more secure and comfortable in work. Feelings of anxiety or worry can be minimized, so that employees are serious and serious in carrying out their work activities. Make employees feel comfortable in increasing their work productivity.

2. Streamlining the work process

This means that there is an Occupational Health Safety (K3) program, so work accidents can be minimized. Then with guaranteed employee health both physically and mentally, employees can carry out normal activities. So that the results obtained are better. After that the work process that is carried out is not constrained, especially in terms of working time or the resulting product is better.

3. So that employees are careful at work

. This means that employees, in this case, every time they carry out their work, they understand and understand the work conditions that have been set. Employees also want to follow established work procedures. All employees are required to wear work equipment as well as possible, so this makes employees more alert and careful in carrying out their activities.

4. Complying with work rules and signs

This means that the company wants to install existing work signs and are installed in various places as signs and warnings. With the provisions and signs will also remind employees at work. Placement of work signs must be easy to see and clear without any obstacles or obstacles.

5. Does not interfere with work processes.

This means that with the Occupational Health and Safety (K3) program, it is hoped that employee actions will not interfere with the activities of their employees. For example, even though the use of work safety equipment is complicated, it will not interfere with the work process or employee work activities.

6. Reduce costs

This means that the company seeks to reduce costs with the Occupational Health and Safety

(K3) program. This can be caused by the Occupational Health and Safety (K3) program, so work accidents can be minimized. Therefore, employees are required to wear equipment and work safety, which has an impact on the cost of work accidents being relatively small and can be minimized, thereby reducing medical costs and lost employee job opportunities.

7. Avoiding work accidents

This means that employees comply with work regulations, including providing work signs that have been installed. After that, employees must use work equipment as well as possible according to the provisions that have been applied, so that work accidents can be minimized. In general, accidents will occur because employees do not pay close attention to the use of work procedures and equipment, such as not wearing safety equipment at work.

8. Avoiding the demands of certain parties

This means that if there is a type of work accident that is often blamed on the company. With the Occupational Health and Safety (K3) program, employees' demands on occupational safety and health can be minimized, because employees have agreed to the applicable provisions in the company, so they already know the risks they will face.

The objectives and benefits of Occupational Health and Safety (K3) according to Irzal (2016):

1. To avoid work accidents
2. To prevent the emergence of diseases caused by work
3. Avoid/reduce the occurrence of death
4. Avoid reduce the occurrence of permanent disability
5. Maintain buildings, materials, equipment and work machines, installations and others etc.

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6. Increase work productivity without imposing labor and ensure the productive life of workers

. Ensure a healthy, clean, safe, and comfortable workplace that can create a sense of comfort and enthusiasm for production workers.

Approaches to the Occupational Health and Safety (K3)

program According to Marwansyah (2019), the Occupational Health and Safety (K3) program is intended to help protect and maintain the physical and mental conditions of workers. The K3 program is designed with 2 approaches, namely:

1. The first approach is to

create a psychological environment and behavior that supports work safety. Work accidents can be reduced if workers, either consciously or subconsciously, think about safety. This attitude must include activities contained in company operations and company policies that firmly emphasize the Occupational Health and Safety (K3) aspects that become very important.

2. The second approach is

by designing a safety program, namely creating and maintaining a safe work environment. In this case, the physical environment of the workplace is made to avoid accidents. While the Occupational Health program is made to maintain the physical and mental health of the workers. in Health so that the productivity of individual workers is not compromised.

Occupational Health and Safety (K3)

Indicators Occupational Health and Safety (K3) indicators according to Mangkunegara (2017) are the state of the work environment, lighting, use of work equipment, physical and mental conditions of employees. The

indicators of Occupational Health and Safety (K3) include:

- 1) The condition of the work environment

Arrangement and storage of goods that are at risk of not being taken into account for safety. The workspace is very crowded and congested.

- 2) Air Regulations Air

changes in the workspace are not good (dirty, dusty, and smelly workspaces) and the air temperature is not conditioned.

- 3) Lighting

settings Inappropriate setting and use of light sources. Dimly or dimly lit workspace.

- 4) Use of work

equipment Safeguard work equipment that is worn or damaged. The use of machines, electronic equipment without good security.

- 5) Employees physical and mental condition

Damage to the senses, unstable employee stamina. Unstable employee emotions, fragile employee personalities, weak ways of thinking and perceptual abilities, low work motivation, careless employee attitudes, lack of knowledge in the use of work facilities, especially work facilities that carry the risk of danger.

According to Sugiyono (2018), associative research is a research question that is asking the relationship between two or more variables Causal relationship is a causal relationship, here there are independent variables (variables that affect) and dependent (influenced). workload on employee job satisfaction. The research design used is by using a questionnaire as a data collection tool.

The population in this study were the employees of the Fakhira Utama Clinic, Sawah

Lunto and Kebon Baru in 2022, namely 49 people.

The samples taken in this study were employees of the Fakhira Utama Clinic, Sawah Lunto and Kebon Baru in all divisions, but not

including the Doctor and Head of Management, so that 49 employees became respondents.

RESULTS AND DISCUSSION

Based on the calculation results of SPSS Version 26.0, the table above shows a partial correlation coefficient of occupational health safety (K3) (X1) on job satisfaction (Y) with a value of $r = 0.766$. To measure the contribution of Occupational Health and Safety (K3) to Job Satisfaction at the main Fakhira Clinic, Sawah Lunto and Kebon Baru, the coefficient of determination (KD) formula will be used as follows:

$$\begin{aligned} \text{KD} &= (r)^2 \times 100\% \\ &= (0.766)^2 \times 100\% \\ &= 0.587 \times 100\% \\ &= 58.7\% \end{aligned}$$

The coefficient of determination of Occupational Health Safety (K3) on Job Satisfaction is 58.7%. Therefore, it can be said that the effect of Occupational Health Safety (K3) on Employee Job Satisfaction is 58.7% and the remaining 41.3% is influenced by other variables.

1. The coefficient of partial determination of Emotional Intelligence (X2) on Job Satisfaction (Y)

Based on the calculation results of SPSS Version 26.0, the table above shows the partial correlation coefficient of Emotional Intelligence (X2) on Job Satisfaction (Y) with a value of $r = 0.638$. To measure the contribution of Emotional Intelligence on Job Satisfaction at the main Fakhira Clinic, Sawah Lunto and Kebon Baru, the coefficient of determination (KD) formula will be used as follows:

$$\begin{aligned} \text{KD} &= (r)^2 \times 100\% \\ &= (0.638)^2 \times 100\% \\ &= 0.407 \times 100\% \end{aligned}$$

$$= 40.7\%$$

The coefficient of determination of Emotional Intelligence on Job Satisfaction is 40.7%. Therefore, it can be said that the influence of Emotional Intelligence on Employee Job Satisfaction is 40.7% and the remaining 59.3% is influenced by other variables.

2. Coefficient of Partial Determination of Workload (X3) on Job Satisfaction (Y)

Based on the calculation results of SPSS Version 26.0, the table above shows a partial correlation coefficient of workload safety (X3) on job satisfaction (Y) with a value of $r = 0.770$. To measure the contribution From Workload to Job Satisfaction at the main Fakhira Clinic, Sawah Lunto and Kebon Baru, the coefficient of determination (KD) formula will be used as follows:

$$\begin{aligned} \text{KD} &= (r)^2 \times 100\% \\ &= (0.770)^2 \times 100\% \\ &= 0.593 \times 100\% \\ &= 59.3\% \end{aligned}$$

The coefficient of determination of workload on job satisfaction is 59.3%. Therefore, it can be said that the effect of workload on employee job satisfaction is 59.3% and the remaining 40.7% is influenced by other variables.

Analysis of the Coefficient of Multiple Determination (R^2)

Table 4.14 Results of the Coefficient of Multiple Determination

| Model Summary ^a | | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|---------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .823 ^a | .677 | .656 | 6.895 | 2.532 |

a. Predictors: (Constant), Workload, Emotional Intelligence, K3
b. Dependent Variable: Job Satisfaction
Source: SPSS Output 26 (processed data, 2022)

Based on the calculation results of SPSS Version 26.0, the table above shows the Adjusted R Square value of 0.656. This can be interpreted that the influence of Occupational Health Safety (K3), Emotional Intelligence, and Workload with Employee Job Satisfaction is 65.6% while the remaining 34.4% is influenced by other factors not examined.

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Based on the data obtained by distributing questionnaires to 49 respondents, using the results of SPSS 26.0 calculations and hypothesis testing that has been carried out, the researchers obtained the results that partially and simultaneously between the variables Occupational Health Safety (K3) (X1), Emotional Intelligence (X2) and Workload (X3) has a significant effect on Employee Job Satisfaction (Y).

1. Effect of Occupational Health and Safety (K3) (X1) on job satisfaction (Y)

Based on the results of the hypothesis test, the research partially shows the population correlation coefficient between Occupational Health Safety (K3) and Job Satisfaction at the Fakhira Utama Clinic, Sawah Lunto and Kebon Baru during the covid pandemic -19 has a significant effect. That is, the p-value of the X1 variable is 0.199, the significance number (P Value) is 0.019 > 0.05, so H_0 is rejected or H_a is accepted. This shows that for employees Occupational Health and Safety (K3) to be important thing in his Job Satisfaction.

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Efforts made by management in Occupational Health Safety (K3) for employees during the covid-19 pandemic are by ensuring employees get personal protective equipment / PPE (masks, hand sanitizers), get vitamins, milk and additional food, get regular Covid-19 checks and Ensuring care for employees who are confirmed positive for Covid-19. It can be

said that what the management provides is able to provide support in an effort to create employee satisfaction in working at the company.

The results of this study are also supported by previous research by Niartiningsih et al. (2020) entitled *The Influence of Occupational Safety and Health on Job Satisfaction and Organizational Commitment of Hospital Nurses in Makassar City* which states that there is an influence of Occupational Health and Safety variables on Job Satisfaction, Occupational Health Safety on organizational commitment, Job Satisfaction on organizational commitment and not There is an effect of Occupational Health and Safety on organizational commitment through Job Satisfaction.

2. The Effect of Emotional Intelligence (X2) on Job Satisfaction (Y)

Based on the results of the research hypothesis test, it partially shows that Emotional Intelligence on Job Satisfaction at the Fakhira Utama Clinic, Sawah Lunto and Kebon Baru during the COVID-19 pandemic is significant. 0.046 then the significance figure (P Value) is 0.046 > 0.05, so H_0 is rejected or H_a is accepted. This shows that Emotional Intelligence employees affect their level of job satisfaction.

Efforts made by management to create good Employee Emotional Intelligence during this covid-19 pandemic by providing support to employees affected by the covid-19 virus and creating an open work environment so as to provide understanding to all employees that they are facing COVID-19 together. same way, employees have good Emotional Intelligence which will foster a sense of Job Satisfaction.

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The results of this study are also supported by previous research researched by Mujiono and Faruk (2020) entitled *The Effect of Emotional Intelligence, Spiritual*

Intelligence and Competence on Job Satisfaction of the Pasuruan Regional Finance Agency Employees which stated that there was an influence of Emotional Intelligence on Job Satisfaction, there was an influence of Spiritual Intelligence on Job Satisfaction and there is an effect of Competence on Job Satisfaction.

3. The Effect of Workload (X3) on Job Satisfaction (Y)

Based on the results of the hypothesis test, the research shows that partially the Workload on Job Satisfaction at the Fakhira Utama Clinic, Sawah Lunto and Kebon Baru during the COVID-19 pandemic is significant. 0.040 then the significance figure (P Value) is $0.040 > 0.05$, so H_0 is rejected or H_a is accepted. This shows that the workload provided by the company has an important influence on employee job satisfaction.

Efforts made by management in dealing with the workload of employees during the covid-19 pandemic are by providing wages to employees who have to work overtime and management also provides a room for employees to rest. is one of the factors so that the Employee Workload has a dominant result with Job Satisfaction.

The results of this study are also supported by previous research researched by Lumunon *et al* (2019) with the title The Effect of *Work Life Balance*, Occupational Health and Workload on Employee Job Satisfaction. Pt. Tirta Investama (Danone) Aqua Airmadidi who partially stated that the workload had a positive and significant effect on job satisfaction.

4. Findings of Occupational Health Safety (K3), Emotional Intelligence, and Workload on Employee Job Satisfaction

Simultaneously the effect of Occupational Health Safety (K3), Emotional Intelligence, and Workload on Employee Job Satisfaction at the

Fakhira Utama clinic, Sawah Lunto and Kebon Baru shows a significant effect, which is obtained a significance number (P value) of $0.000 < 0.05$, so H_0 is rejected or H_a is accepted. This can be interpreted for employees of Occupational Health Safety (K3), Emotional Intelligence, and Workload jointly affect Employee Job Satisfaction during the covid-19 pandemic.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and data analysis that has been carried out, the following conclusions can be drawn from the study:

1. Occupational Health and Safety (K3) has a positive and significant effect on Job Satisfaction of Fakhira Sawah Lunto and Kebon Baru Clinic Employees during the covid-19 pandemic. this shows that the implementation of Occupational Health Safety (K3) at the Fakhira Sawah Lunto Clinic and Kebon Baru during the covid-19 pandemic was good enough so that employee job satisfaction could be met. the higher it is.
2. Emotional Intelligence has a positive and significant impact on Job Satisfaction of the employees of the Fakhira Sawah Lunto Clinic and Kebon Baru during the covid-19 pandemic. This shows that employees have good Emotional Intelligence during the Covid-19 pandemic so as to foster a sense of good employee job satisfaction as well. In other words, the higher the Emotional Intelligence possessed, the employee's job satisfaction will also increase.
3. Workload has a positive and significant effect on employee job satisfaction at the Fakhira Sawah Lunto Clinic and Kebon Baru during the covid-19 pandemic. This shows that the workload

given by employees during the covid-19 pandemic is still fairly in line with the employee's capacity so that employee job satisfaction. In other words, the lower the workload, the higher the employee's job satisfaction.

Occupational Health Safety (K3), Emotional Intelligence and Workload Simultaneously have a significant effect on Job Satisfaction of the employees of the Fakhira Sawah Lunto Clinic and Kebon Baru during the covid-19 pandemic. This shows an increase or decrease in Occupational Health Safety (K3), Emotional Intelligence and Workload will have a significant impact on increasing and decreasing employee job satisfaction..

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